

Submit Ignition Interlock Device Service Requests online!

NOTE: To schedule a hearing appointment, go to the **Reservations** section of the **RMV Online Service Center** and select [Make or Cancel a Hearing Reservation](#)¹.

You may request the following Ignition Interlock Device services online via **myRMV**. The RMV will review and respond to your request via phone in 3 – 5 business days.

Transaction	Description
Vehicle Transactions	
Vehicle to Vehicle Transfer	Transfer interlock device from one vehicle to another vehicle
Vendor to Vendor Transfer	Change interlock vendors <ul style="list-style-type: none"> The vendor transfer must be completed within 24 hours of approval or the operator's license will be suspended
Add Vehicle to Interlock Program	Add a vehicle to the authorized list of interlock-restricted vehicles
Remove Vehicle from Interlock Program	Remove a vehicle from the authorized list of interlock-restricted vehicles <ul style="list-style-type: none"> Operators must maintain one authorized Interlock-restricted vehicle to remain active in the Ignition Interlock Program
Other Interlock Transactions	
Interlock Program Removal	Apply for removal from the Ignition Interlock Program once interlock obligation has been met
Interlock Early Withdrawal	Request authorization to remove interlock device before program obligation has been met <ul style="list-style-type: none"> Operator's license will be suspended immediately when program participation is paused/early withdrawal is approved
Out Of State (OOS) Deferment	Request authorized deferment from the Massachusetts Ignition Interlock Program <ul style="list-style-type: none"> Operators must be eligible to reinstate and prove established OOS residency
Removal Eligibility Inquiry	Request eligibility date to apply for interlock device removal
Remove Hardship Hours from Interlock Restricted License	Apply to remove hardship (hours) restriction and continue with Ignition Interlock program requirement
Vendor Lockout Dispute Review (NOT an Interlock VIOLATION)	Dispute a reported vendor lockout <ul style="list-style-type: none"> Must be requested within 30 days of the lockout

You will need the following to log into your online **myRMV** account and submit an Ignition Interlock Service Request:

- MA License/Permit/ID number, Last Name, Date of Birth, and last four digits of Social Security Number (SSN) or Foreign Passport Number

OR

- Last Name, Date of Birth, full SSN, and Residential Zip Code

¹ <https://atlas-myrmv.massdot.state.ma.us/myrmv/>

How to Submit an Ignition Interlock Service Request Online

Follow the steps below to submit an Ignition Interlock Service Request online.

1. Enter www.mass.gov/myRMV into the address bar of your browser to navigate to the **myRMV Online Service Center** webpage.



2. Scroll down to the **Additional Services** panel.
 - Select **Submit Ignition Interlock Service Request**. Or select **More** to open the full menu, then select **Submit Ignition Interlock Service Request**.



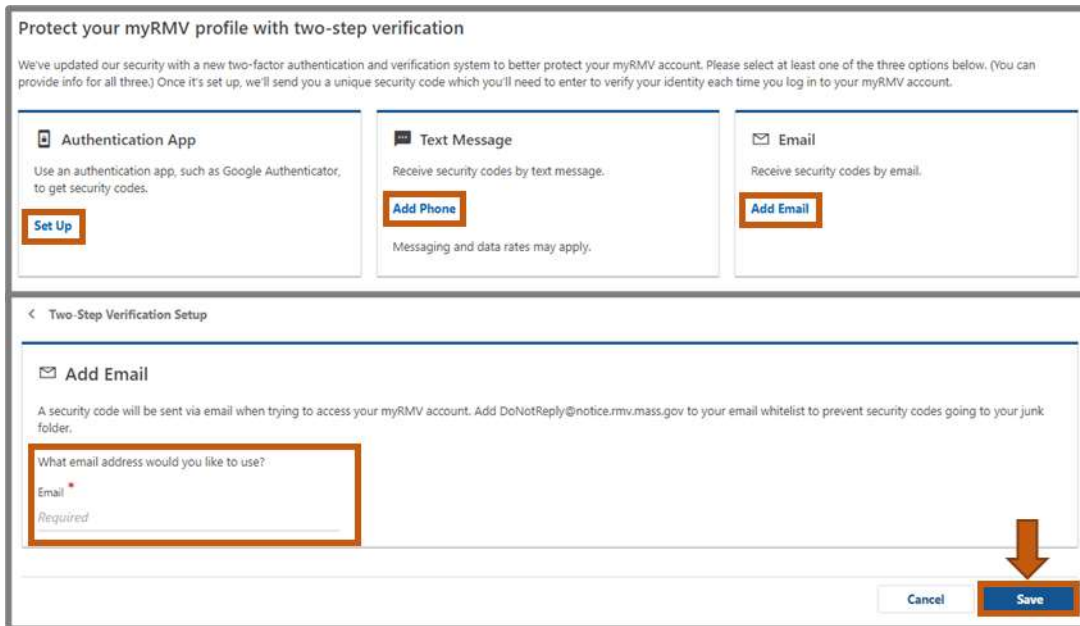
3. Complete the **Verification** page:
 - Required fields display an exclamation point icon and are marked in **red**.

The screenshot shows the "Verification" page. It includes a sample Massachusetts Driver's License on the left. To the right are input fields for "Date of Birth (MM/DD/YYYY)", "License, Permit or ID Number", "Last Name", and "Last Four of SSN". Each of these fields has a red exclamation point icon above it, indicating they are required. Below these fields is a section titled "Select identification type." with three radio button options: "I have a Massachusetts License, Permit or Identification Number", "I don't have my Massachusetts License, Permit or Identification Number", and "I don't have a Social Security Number". At the bottom, there is a "Disclaimer" section and a reCAPTCHA checkbox labeled "I'm not a robot". An orange box highlights the reCAPTCHA checkbox with the text "Click the reCAPTCHA I'm not a robot checkbox, then answer the verification question." The "Submit" button is at the bottom right.

Select the **Submit** button to continue.

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4. If this is your first time accessing your **myRMV** account, select a method for dual factor authentication, a security feature that ensures you are the one accessing your profile.
- You will need an **Authentication App, Mobile/Cell Number** or **Email** that you can access immediately.
 - Select the hyperlink for your preferred method and respond to the prompt.
 - For example, if you select the **Add Email** hyperlink, you will need to enter your email address.
 - Be careful to enter information correctly.



Protect your myRMV profile with two-step verification

We've updated our security with a new two-factor authentication and verification system to better protect your myRMV account. Please select at least one of the three options below. (You can provide info for all three.) Once it's set up, we'll send you a unique security code which you'll need to enter to verify your identity each time you log in to your myRMV account.

Authentication App

Use an authentication app, such as Google Authenticator, to get security codes.

Set Up

Text Message

Receive security codes by text message.

Add Phone

Messaging and data rates may apply.

Email

Receive security codes by email.

Add Email

< Two-Step Verification Setup

Add Email

A security code will be sent via email when trying to access your myRMV account. Add DoNotReply@notice.rmv.mass.gov to your email whitelist to prevent security codes going to your junk folder.

What email address would you like to use?

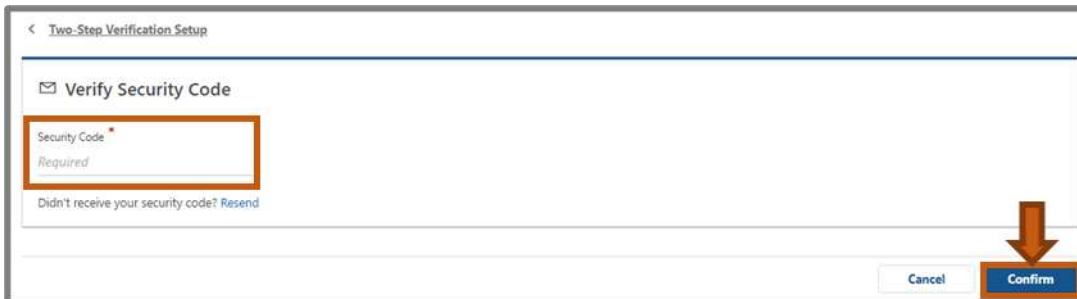
Email *

Required

Cancel **Save**

Select the **Save** button.

Enter the **Security Code** sent to you by the verification method selected.



< Two-Step Verification Setup

Verify Security Code

Security Code *

Required

Didn't receive your security code? Resend

Cancel **Confirm**

Select the **Confirm** button to continue.

5. The **Transaction Information** screen lets you know that you will be guided through the **Ignition Interlock Service Request** process and lists the available services.

here to schedule an appointment. All documents provided must be dated within the last 30 days. The normal processing time is 3-5 business days from the date the RMV receives your correspondence. Please provide your name, date of birth, and current mailing address with all correspondence.' At the bottom are 'Cancel', 'Previous', and 'Next' buttons. A large orange arrow points to the 'Next' button." data-bbox="175 153 823 580"/>

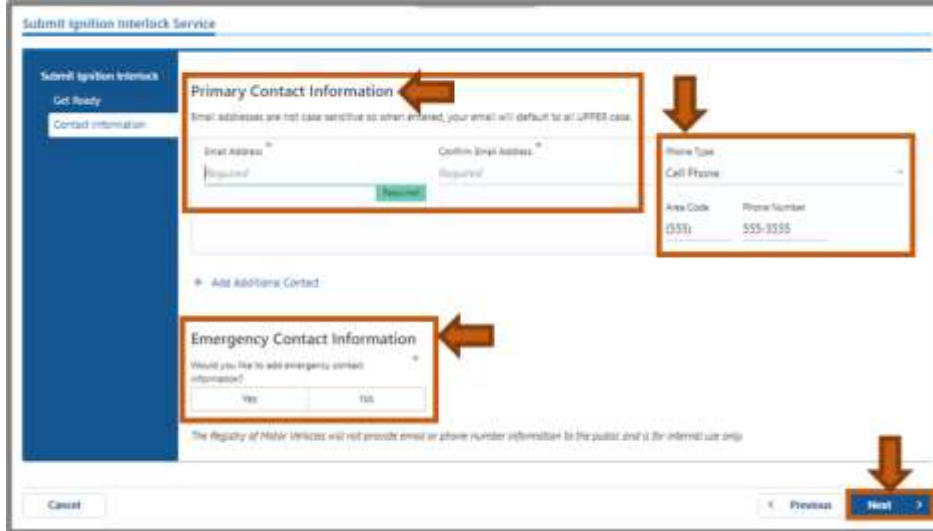
There are three helpful reminders at the bottom of the screen:

- Requesting an Ignition Interlock Service **does not** include scheduling a hearing appointment. Click the link provided or select [Make or Cancel a Hearing Reservation²](#) to schedule a hearing appointment.
- All documents provided must be dated within the past 30 days.
- The normal processing time for service requests is 3 – 5 business days.

Click the **Next** button to begin the Ignition Interlock Service Request process.

² <https://atlas-myrmv.massdot.state.ma.us/myrmv/>

6. The **Contact Information** screen requires you to enter your Email and confirm it.
- We recommend that you enter a home, cell, or business **phone number** so that the RMV can contact you directly.
 - Select **Add Additional Contact** to enter another email address and/or phone number on your account.
 - Enter **Emergency Contact Information** by clicking the **Yes** button. Complete all required fields. Select **No** to skip this step.



Select the **Next** button to continue.

7. Select the toggle button next to the **Interlock Service** you are requesting. A short description of the service displays at the bottom of the screen, and any required documents are listed.
- Select one service - an error message displays when multiple services are selected.
 - Please wait until you receive a response to this request before submitting an additional **Ignition Interlock Service Request**.



Select the **Next** button to continue.

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8. Upload required and additional documents in the **Attach Documents** screen.
 - The buttons and instructions that display depend on the **Ignition Interlock Service** requested on the previous screen.

Enter any comments and additional information for the RMV to consider when processing your request in the **Additional Notes** field.

The screenshot shows the 'Submit Ignition Interlock Service' form. On the left is a blue sidebar with navigation links: 'Submit Ignition Interlock', 'Get Ready', 'Contact Information', 'Select Service', and 'Attachments'. The 'Attachments' link is highlighted with an orange arrow. The main content area is titled 'Attach Documents' and contains two document upload sections. The first section is 'Attach Operator Affidavit Document' with a red instruction: 'Click link above to upload a copy of the Operator Affidavit Document. Once you attach the document(s) and submit your request, the RMV will review your documentation and contact you with further information.' The second section is 'Attach Ownership Transfer Proof Document' with a red instruction: 'Click link above to upload a copy of a document proving ownership of the vehicle has been transferred to another person. Once you attach the document(s) and submit your request, the RMV will review your documentation and contact you with further information.' Below these is an 'Additional Notes' text area. At the bottom is an 'Attachments' table with columns 'Type' and 'Name'. It currently shows 'There are no attachments.' At the very bottom are 'Cancel', 'Previous', and 'Next' buttons. An orange arrow points to the 'Next' button.

Successfully uploaded documents display in the **Attachments** panel.

This screenshot shows the same 'Submit Ignition Interlock Service' form, but now the 'Attachments' table is populated with two entries. The first entry is 'Operator Affidavit Document' with the name 'DCU133 - Ignition Interlock Operator Affidavit_062' and a 'Remove' link. The second entry is 'Vehicle Transfer of Ownership' with the name 'Bill of Sale for Vtu #####.pdf' and a 'Remove' link. Both entries have a green checkmark and the text 'File Uploaded' to their right. An orange arrow points to the 'Attachments' table. At the bottom right, an orange arrow points down to the 'Next' button.

Select the **Next** button to continue.

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9. Review the transaction information on the **Summary** screen, then select the **I Accept** toggle button.

Select the **Submit** button to continue.

10. A **Confirmation** screen displays when your service request is successfully completed.
- You may print this page for your records.

In addition, a confirmation email will be sent to the email address you provided in **Step 6** of these instructions.

Select the **OK** button when you have completed review of this page.

Congratulations! You have successfully submitted an Ignition Interlock Service Request. The RMV will review your request and documents, and contact you by phone in 3 – 5 business days.

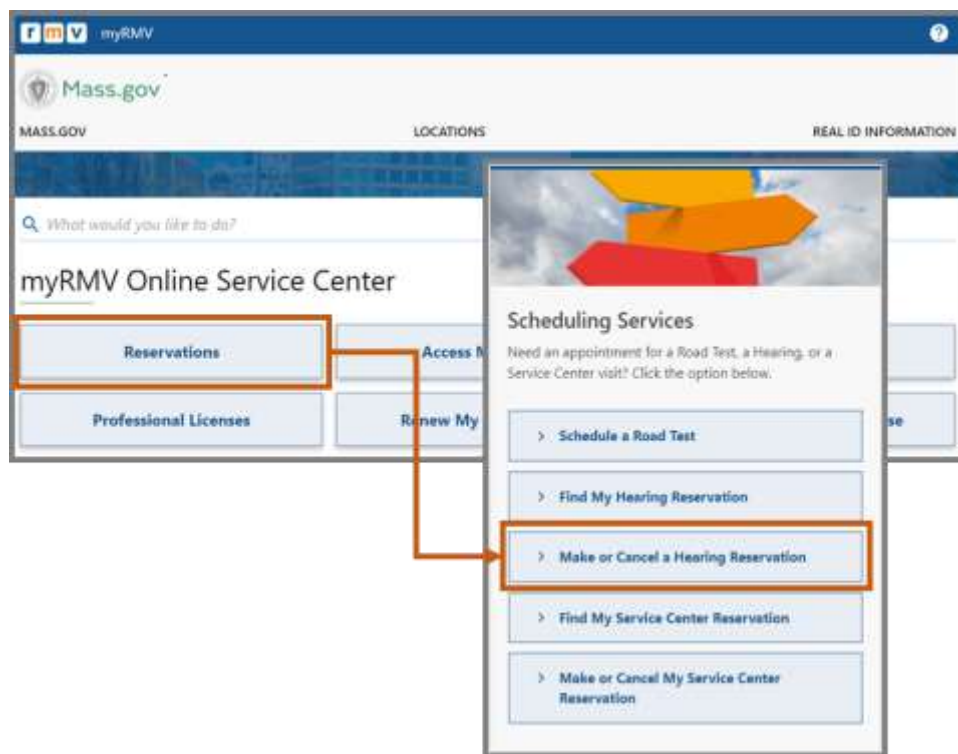
Unable to submit an online Ignition Interlock Request?

If you are unable to submit an Ignition Interlock Service Request online follow one of the options described below to have your request addressed by the RMV.

Option A: Schedule a hearing appointment online.

Enter www.mass.gov/myRMV into the address bar of your browser to navigate to the myRMV Online Service Center webpage.

- Select the **Reservations** panel.
- Then select **Make or Cancel a Hearing Appointment** from the **Scheduling Services** panel.



- Follow the on-screen prompts to verify your identity and schedule a hearing appointment.

Option B: Schedule a hearing appointment with the RMV Contact Center

- Call **857-368-8200** to schedule a hearing appointment through the RMV Contact Center.